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| Arizona Department of Health Services<br>Office for Children with Special Health Care Needs<br>Children's Rehabilitative Services Administration | <b>Effective Date: 01/01/2008</b><br><b>Last Review Effective Date: 02/13/2008</b> |
| SUBJECT: General Administration  | SECTION: GA 1.4  |

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| SUBTITLE: CRSA Document Development, Maintenance, And Dissemination |
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## POLICY:

It is the policy of the Children's Rehabilitative Services Administration (CRSA) to develop, maintain, and distribute all CRSA operational, fiscal, program, and administrative manuals, guidelines, and requirements to CRSA staff and Children's Rehabilitative Services (CRS) Contractors.

## PROCEDURE:

- 1) General Requirements  
Arizona Department of Health Services (ADHS)/Office of Children with Special Health Care Needs (OCSHCN)/CRSA shall:
  - a) Develop, maintain, post, and distribute comprehensive manuals.
  - b) Provide CRS Contractors copies of all applicable manuals and provide timely and accurate communication of any revisions to the CRS Contractors.
  - c) Ensure that the manuals contain detailed specifications for all operational, fiscal, program, and administrative procedures applicable to the CRS Contractors.
  - d) Submit applicable CRS Contractor manuals to the Arizona Health Care Cost Containment System Administration (AHCCCSA) for review and approval prior to implementation.
- 2) Manuals provide detailed information concerning the administrative, organizational, or operational requirements associated with a specific function.

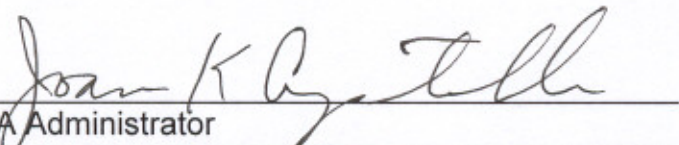
### Included:

- a) The CRSA Policy and Procedures Manual is directed to CRSA staff and, at times the CRS Contractors, and pertains to administrative and organizational requirements.
- b) The CRS Contractors Policy and Procedures Manual (RCPPM) is directed to the CRS Contractors regarding requirements for administration and the direct provision of medical and support services.
- c) The ADHS Office of Program Support Procedures Manual is directed to CRSA staff and the CRS Contractors and is a reference guide describing the procedural requirements for the submission of encounters and includes data processing requirements.

- d) The CRSA Clinical Practice Guidelines Manual provides guidance to CRS Contractors by identifying best practices and endorsing specific approaches when providing medical and support services. Clinical Practice Guidelines pertain to specific medical conditions and treatment approaches that help ensure appropriate clinical practice and positive outcomes.
  - e) The ADHS Office of Program Integrity Operations and Procedures Manual provides guidance on how to reduce, prevent, and detect fraud and abuse, improve operational quality, and ensure the provision of high quality care in the State health care system.
- 3) Development and revision of CRSA Policy and Procedures Manual and the RCPPM
- a) Timeframe:  
All medical, operational, fiscal, program, and administrative policies and procedures are reviewed annually, or more frequently, based on new requirements or changes to existing requirements.
  - b) Process for development and revision of policy content for the CRSA Policy and Procedures Manual and RCPPM:
    - i) Identify the policy content area;
    - ii) Conduct research and gather necessary background information;
    - iii) Secure feedback and recommendations from CRSA internal experts;
    - iv) Distribute draft document(s) to external stakeholders to solicit any comments;
    - v) Review external stakeholder comments with CRSA Division Chief of Compliance, as needed;
    - vi) Submit document(s) to CRSA Executive Committee for approval;
    - vii) Forward draft policy to AHCCCS for approval, if applicable;
    - viii) Secure appropriate signatures on CRSA Policy and Procedures, if applicable (the CRSA Administrator signs all internal policies and the CRSA Medical Director signs all internal quality management and medical management/utilization management policies);
- 4) Posting and Distribution of Documents
- a) CRSA documents are distributed to the CRS Contractors when new documents are developed and when current documents are revised.
  - b) The CRS Contractors shall ensure that all applicable documents are made available to its' subcontracted providers including accurate communication of applicable CRSA document revisions.
  - c) The CRSA Policy and Procedures Manual, RCPPM, and CRSA Clinical Practices Guidelines Manual are posted on the ADHS/OCSHCN/CRSA Web site at [http://www.azdhs.gov/phs/ocshcn/crs/crs\\_az.htm](http://www.azdhs.gov/phs/ocshcn/crs/crs_az.htm). The ADHS Office of Program Support Procedures Manual and ADHS Office of Program Integrity Unit Operations and Procedures Manual are posted on

the ADHS/Division of Behavioral Health Services Web site at <http://www.azdhs.gov/bhs/gm.htm>.

- d) The CRSA Web-based documents are updated upon revision. The CRS Contractors are notified of all changes pertaining to documents posted on the ADHS/OCSHCN/CRSA Web site.
- e) The CRS Contractors shall ensure prompt notification to subcontracted providers of all document changes posted on the CRS Contractor Web site. The CRS Contractors must ensure that hard copies of the RCPDM are distributed to all contracted providers that do not have Internet access.

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| Approved:   | Date:          |
| <br>CRSA Administrator | <u>2/18/08</u> |